



## Press Release

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### **Innovation on Digital Lending by Bank CTBC: 60 Seconds Approval in Principle for Online Personal Loan**

**Jakarta, 23<sup>rd</sup> June, 2021** – PT Bank CTBC Indonesia (**Bank CTBC**) has officially launched a new web-based online platform through their website at [www.danacintadigital.com](http://www.danacintadigital.com) for Instant Personal Loan (*Kredit Tanpa Agunan*, KTA) Application. With this web-based platform – the KTA Instan Dana Cinta – there are no more hassles for customers to download any app in their device prior to applying. Just within 60 seconds, customers can get instant approval on principle result for their loan application.

In his opening remarks, **Iwan Satawidinata as President Director of PT Bank CTBC Indonesia** stated that the launch of this service was one of Bank CTBC's milestones in responding to the challenges of global digital economy disruption in almost all business sectors, including the financial and banking industry sectors. "We also strongly support the Indonesian Financial Services Sector Master Plan MPSJKI 2021-2025 which was set by the Financial Services Authority (OJK) recently, where one aspect of its structure is the support of the Financial Services Sector for the National Economic Recovery Program (PEN), with a focus on Digital Transformation Acceleration area. In addition, the launch of the KTA Instan Dana Cinta digital channel also shows Bank CTBC's commitment to support programs initiated by the Government in terms of increasing financial inclusion for the Indonesian people to access non-physical banking services," added Iwan.

At the same event, **Bambang Simmon Simarno as Executive Director of Retail Banking at PT Bank CTBC Indonesia** said that with the addition of digital channel access that makes the process easier and faster, Bank CTBC is optimistic that the KTA business growth rate will reach 24% in 2021. Currently, the Bank CTBC is the only bank that offers instant approval in principle for unsecured personal loan with a loan limit of up to Rp. 200 million.

"KTA Instan Dana Cinta as an additional online platform service provides an easy option for the public to digitally apply for personal loan from Bank CTBC. Since the initial stages of the trial process, in less than four months we have received approximately 20,000 online loan applications by prospective customers. In the next five years, we aim that up to 50% of the contribution to the KTA business will come from the KTA Instan Dana Cinta digital channel," further said Bambang. He added that Bank CTBC sees the right opportunity at this time with the market needs still open and the Indonesian people who are now more educated regarding online loans. The increase in the number of loan disbursements that continues to grow from year on year has further strengthened Bank CTBC's steps to cooperate with Dukcapil and the Pefindo Credit Bureau to present KTA Instan Dana Cinta with a complete digital process from verification up to scoring.

Along with the changing lifestyles and consumer needs that prioritize non-physical/digital services as well as the Adaptation of New Normal during the Covid-19 pandemic, it further emphasizes the urgency to accelerate the transformation and digital ecosystem of the economy and finance. The development and improvement of services through digital channels is one of the focuses of many industries to be ready to adapt to consumer needs. Based on OJK data, from the banking industry and with the continued growth of technology-based financial companies (financial technology, fintech), there has been a significant increase in online cash loan applications in 2020 with an achievement of Rp. 74.71 trillion or an increase of 24.47% compared to the 2019 period which only reached Rp. 58.84 trillion.

Closing the event, it was also stated that this new initiative from Bank CTBC has won an award at the International Digital CX Awards 2021 as Highly Acclaimed, Best Technology Implementation for Digital CX by The Digital Banker. Together with the Mutual Funds Feature in their Mobile Banking App, Bank CTBC also won Excellence in User Experience, Mobile App (Wealth Management) at the same event. This award also is a proof of the readiness of Bank CTBC in terms of innovation in digitizing its banking business.



## **About 'KTA Instan Dana Cinta' – the Instant Personal Loan from CTBC Bank**

KTA Instan Dana Cinta is an Instant Personal Loan (Kredit Tanpa Agunan, KTA) product from CTBC Bank. It has flexible tenor options, ranging from 6 to 36 months, with loan amount up to Rp. 200 million. As one of CTBC Bank's digital initiatives, the KTA Instan Dana Cinta aims to make applying cash loans easier with the assurance of a fast approval in principle.

This new platform enables CTBC Bank to provide ease of use to prospective customers, not only that they can apply anytime (24/7) and anywhere, prospective customers can also access it with any web-enabled device. They only need to fill out a few basic fields and doesn't need to prepare any documents prior to checking their application result. The approval decision result process that can take up to 3 days previously, can now be simulated in just within 60 seconds. The online application also enables prospective customers to attain KTA Instan Dana Cinta with very low interest rate to 0.85% flat/month.

More information regarding KTA Instan Dana Cinta from CTBC Bank can be accessed from the website [www.danacintadigital.com](http://www.danacintadigital.com).

## **About PT Bank CTBC Indonesia**

PT Bank CTBC Indonesia ("Bank CTBC"), previously known as PT Bank Chinatrust Indonesia, had been operating for more than 20 years in Indonesia. The corporate shareholders are 1% by PT Bank Danamon Indonesia Tbk and 99% by CTBC Bank Co., Ltd. ("CTBC Bank") as one of the leading banks in Taiwan.

Starting 2021, Bank CTBC had won Highly Acclaimed, Best Technology Implementation for Digital CX at the International Digital CX Awards 2021 by The Digital Banker. With the Mutual Funds Feature on their Mobile Banking App, Bank CTBC also won Excellence in User Experience, Mobile App (Wealth Management) at the same event. Previously, in 2019 and 2020, CTBC Bank was named as the Best Retail Bank in Asia Pacific and in Taiwan by The Asian Banker. In addition to being awarded the Best Bank in Taiwan by Asiamoney, Euromoney, FinanceAsia and The Asset, CTBC Bank was also named Asia's Most Innovative Bank by IDC FIIA (Financial Insights Innovation Awards). CTBC Bank has a total of 152 branches in Taiwan and 116 outlets (representative offices, branches, and subsidiaries and their branches) in 14 countries, including Indonesia.

In Indonesia, Bank CTBC provides a wide range of corporate and consumer services and its business activities continue to focus on developing long-term partnerships and relationships with customers. Bank CTBC has 13 (thirteen) offices in Indonesia (including 2 non-operational functional offices), spread across Jakarta, Bandung and Surabaya.

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