



NEWS RELEASE

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HSBC's Omni Collect Expands Payment Options for Allianz Indonesia Customers

The one-stop payments collection solution expands **the insurance providers'** payment options to include **Indonesia's largest convenience chain**



(Left to right) The executives from PT Bank HSBC Indonesia, Eri Budiono, Commercial Banking Director; Herani Hermawan, Head of Global Liquidity Cash Management; and Riko Tasmaya, Managing Director Global Banking attended the inauguration of HSBC Omni Collect partnership with DOKU (represented by Nabilah Alsagoff, Co-founder and Chief Operating Officer) and Allianz Life Indonesia (represented by Bianto Surodjo, Business Director and Edwin Prayitno, Chief Financial Officer)

Jakarta, 3 February 2022 - Using APIs, HSBC has connected its market-leading payments collections solution, Omni Collect, with Allianz Life Indonesia's payment solution, allowing Allianz to expand their current collection channels to include the country's largest convenience chain, as well as increasing efficiency.



The connection – which also leverages technology from local payment gateway leader DOKU – automates Allianz Life Indonesia’s premium collection process and allows Allianz Life Indonesia customers to make their insurance premium payments, including first premium, regular premium, reinstatement premium, and single top-up payment, at over 17,000 Alfamart, Alfamidi, Lawson dan Dan+Dan outlets across Indonesia, vastly improving the insurance provider’s customer experience.

Riko Tasmaya, Managing Director Global Banking, PT Bank HSBC Indonesia said, “HSBC is dedicated to investing in technology to help businesses to provide a seamless payment journey to their own customers. As the first international bank to offer this collections solution across Asia we remain focused on supporting our clients to embrace digital payments.”

HSBC Omni Collect is currently available in ten markets across Asia Pacific – Australia, mainland China, Hong Kong, India, Indonesia, Japan, Malaysia, Singapore, Thailand and Vietnam – with each market offering different capabilities.

Bianto Surodjo, Business Director Allianz Life Indonesia said, “Allianz is always committed to providing the best experience for its customers, including for premium payment process which are essential to ensure that their policies are always in force. Through this collaboration, Allianz is able to offer more easy and convenient options for premium payment services to its customers across Indonesia. This is a part of streamlining and process digitalization that Allianz continuously do to deliver positive experience to our customers.”

HSBC Omni Collect provides companies with a comprehensive view of their payment collections across different channels including bank transfers, credit card payments and e-wallet transactions. This in turn reduces paperwork and boosts working capital for clients, enhancing their own customers’ experience.

Herani Hermawan, Head of Global Liquidity Cash Management, PT. Bank HSBC Indonesia, added, “In Indonesia, we are pleased to partner with DOKU, to improve the way Allianz collects digital payments. With Alfa Group serving more than three million customers daily, the solution taps into Allianz customers’ routine spending patterns and offers greater flexibility and convenience when paying their insurance premiums.”

DOKU Co-Founder and Chief Operating Officer, Nabilah Alsagoff explained, “ As a payment technology company, our business purpose has always been about creating greater access for Indonesians to perform online payments. Our collaboration with HSBC to enable



onsite payment through Alfa Group outlets nationwide will certainly promote payment convenience for Allianz's customers in Indonesia, especially those who live in the suburbs."

In 2021 more than 3,000 HSBC clients across Asia have used HSBC Omni Collect to accept over 17 million eCommerce and digital payments, with collections totaling USD 1.5 billion.

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About The Hongkong and Shanghai Banking Corporation Limited

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group. HSBC serves customers worldwide from offices in 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of \$2,969bn at 30 September 2021, HSBC is one of the world's largest banking and financial services organisations.

About PT Bank HSBC Indonesia

HSBC has operated in Indonesia since 1884 and now the Bank serves its customer throughout Indonesia. Today PT Bank HSBC Indonesia is a member of HSBC Group, offering services in Commercial Banking and Global Banking for Corporate and Institutional Banking, Global Markets for treasury capital Markets as well as Wealth and Personal

About Allianz in Indonesia

Allianz started its operations in Indonesia with a representative office in 1981. In 1989, Allianz established

PT Asuransi Allianz Utama Indonesia, a general insurance company. Furthermore, Allianz entered the Indonesian life and health insurance market, as well as pension fund by opening PT Asuransi Allianz Life Indonesia in 1996. In 2006, Allianz Utama and Allianz Life started sharia insurance business.

Supported by more than 1,300 employees and a network of more than 34,000 sales professionals as well as bank partners and other distribution channels. Today, Allianz in Indonesia is one of the leading insurance groups in the market trusted to protect more than 9 million insured.

About Allianz in Asia

Asia is one of the core growth regions for Allianz, characterized by a rich diversity of cultures,



languages and customs. Allianz has been present in the region since 1910, when it first provided fire and marine insurance in the coastal cities of China. Today, Allianz is active in 16 markets in the region, offering its core businesses of property and casualty insurance, life, protection and health solutions, as well as asset management. With its more than 36,000 staff, Allianz serves the needs of over 21 million customers in the region across multiple distribution channels and digital platforms.

About Allianz

The Allianz Group is one of the world's leading insurers and asset managers with more than 100 million private and corporate customers in more than 70 countries. Allianz customers benefit from a broad range of personal and corporate insurance services, ranging from property, life and health insurance to assistance services to credit insurance and global business insurance. Allianz is one of the world's largest investors, managing around 790 billion euros on behalf of its insurance customers. Furthermore, our asset managers PIMCO and Allianz Global Investors manage 1.7 trillion euros of third-party assets. Thanks to our systematic integration of ecological and social criteria in our business processes and investment decisions, we are amongst the leaders in the insurance industry in the Dow Jones Sustainability Index. In 2020, over 150,000 employees achieved total revenues of 140 billion euros and an operating profit of 10.8 billion euros for the group.

About DOKU

DOKU is a payment enabler, the first Indonesian-owned electronic payment solutions provider to offer local payment solutions tailored to address merchants' online payment needs. Established and registered under PT Nusa Satu Inti Artha in 2007, DOKU is the first Indonesian company to earn the Payment Card Industry Data Security Standards (PCI DSS) Level 1 version 3.2 certification. Servicing merchants across various industries with direct connection to major banks and other financial institutions in Indonesia, DOKU provides a diverse range of payment options for its merchants and online shoppers in Indonesia. DOKU provides the most complete electronic payment options for merchants and e-commerce consumers across Indonesia and abroad.

DOKU has obtained five licenses from Bank of Indonesia which enables us to offer a variety of solutions, such as payment gateway, domestic fund transfers, cross border remittance, biller payments, e-money, and e-wallet. For more information, please visit doku.com, find us on Instagram, Facebook, LinkedIn, Youtube, TikTok and Twitter (@dokuid), or email press@doku.com

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