

# Bank Negara Indonesia (Persero) Tbk PT in Financial Cards and Payments (Indonesia)

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## Abstracts

In terms of consumer banking, Bank Negara Indonesia (BNI) aims to improve its customer experience in digital banking services through a digital process and business model to increase its competitive advantage over other leading banks. One implementation is by increasing its merchant acceptance to BNI's pre-paid TapCash, increasing the number of features on its ATM networks for various banking transactions, as well as additional features on BNI TapCash for payment of e-commerce transactions. The...

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