

ABSTRACT

This study aims to analyze the effectiveness of Credit Insurance (Askred) in mitigating non-performing loan (NPL) risks in Mortgage Loans (KPR) at PT Bank Rakyat Indonesia (Persero). The research employs a qualitative approach, collecting data through in-depth interviews with various stakeholders, including bank management, regulators, insurance companies, and customers. The analysis focuses on the implementation of Askred policies, operational integration with banking systems, its impact on reducing NPL risks, and challenges encountered in practice.

The findings indicate that Askred plays a significant role as a risk mitigation instrument, providing protection for the credit portfolio and promoting financial inclusion by enabling high-risk borrowers to access mortgage loans. However, its effectiveness is still limited by factors such as premium structure, complex claims procedures, inter-institutional coordination, and low customer literacy. The study concludes that Askred can strategically contribute to credit risk management if supported by good governance, effective digital system integration, and comprehensive risk awareness among all stakeholders.

Keywords: Credit Insurance, Risk Mitigation, Non-Performing Loans, Mortgage Loans, Bank Rakyat Indonesia

