

PUBLIKASI PENANGANAN PENGADUAN

Periode: Januari s.d Desember 2020

No.	Kategori Permasalahan/ Problem Category	Jenis Transaksi/ Transaction Types	Selesai/ Complete		Dalam Proses/ On Process		Tidak Selesai/ Incomplete		Jumlah Pengaduan/ Total Complaints
			Jumlah/ Total	Persentase/ Percentage	Jumlah/ Total	Persentase/ Percentage	Jumlah/ Total	Persentase/ Percentage	
1	Operations Operasional	Salinan Kontrak/ Copy of the Contract	1	100%	0	0%	0	0%	1
		Kelalaian MBF MBF Negligence	5	100%	0	0%	0	0%	5
2	Product and Services Produk dan Layanan	Kesalahan Sistem dan Informasi / System and Information Errors	27	100%	0	0%	0	0%	27
		Program Layanan MBF (Restrukturisasi) / MBF Program Service	16	100%	0	0%	0	0%	16
		Kemudahan dalam transaksi pembayaran / Convenience in payment transaction	1	100%	0	0%	0	0%	1
3	Customer Service Pelayanan Konsumen	Layanan Karyawan MBF / MBF employee service	3	100%	0	0%	0	0%	3
4	Others Lainnya	Klaim Asuransi / Insurance Claim	2	100%	0	0%	0	0%	2
		Kelalaian Konsumen / Customer Negligence	2	100%	0	0%	0	0%	2
Total			57	100%	0	0%	0	0%	57