

PUBLIKASI PENANGANAN PENGADUAN

Periode: Januari s.d Desember 2021

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	Masalah Payment Point / Payment Point Issue	8	100%	0	0%	0	0%	8
		Pembayaran angsuran / Installment payment thru VA	1	100%	0	0%	0	0%	1
		Kelalaian OBF OBF Negligence	10	100%	0	0%	0	0%	10
2	Product and Services Produk dan Layanan	Program Layanan OBF (Restrukturisasi) / OBF Program Service	10	100%	0	0%	0	0%	10
		Kekurangan informasi / Lack of Information	1	100%	0	0%	0	0%	1
		Kemudahan dalam transaksi pembayaran / Convenience in payment transaction	8	100%	0	0%	0	0%	8
3	Product Explanation Penjelasan Produk	Kekurangan informasi / Lack of Information	3	100%	0	0%	0	0%	3
4	Others Lainnya	Klaim Asuransi / Insurance Claim	3	100%	0	0%	0	0%	3
		Kekurangan informasi / Lack of Information	1	100%	0	0%	0	0%	1
		Kelalaian Konsumen / Customer Negligence	5	100%	0	0%	0	0%	5
		Penggelapan / Fraud	1	100%	0	0%	0	0%	1
Total			51	100%	0	0%	0	0%	51