

PUBLIKASI PENANGANAN PENGADUAN
(HANDLING COMPLAINT PUBLICATIONS)
PERIOD : JANUARY S.D. JUNY 2021
PT BANK UOB INDONESIA

No.	Jenis Transaksi Keuangan <i>Types of Financial Transaction</i> <i>(Financial & Non Financial)</i>	Selesai *) <i>(Resolved)</i>		Dalam Proses *) <i>(In Progres)</i>		Tidak Selesai *) <i>(Unresolved)</i>		Jumlah Pengaduan <i>(Number of Complaint)</i>
		Jumlah <i>(Total)</i>	Persentase <i>(%)</i>	Jumlah <i>(Total)</i>	Persentase <i>(%)</i>	Jumlah <i>(Total)</i>	Persentase <i>(%)</i>	
1	Giro <i>(Current Account)</i>	6	100%	0	0%	0	0%	6
2	Tabungan <i>(Saving Account)</i>	4	100%	0	0%	0	0%	4
3	Kredit / Pembiayaan Modal Kerja <i>(Credit / Working Capital Financing)</i>	2	100%	0	0%	0	0%	2
4	Kredit/Pembiayaan Pemilikan Rumah/Apartemen <i>(Home / Apartment Ownership Credit / Financing)</i>	6	100%	0	0%	0	0%	6
5	ATM / Kartu Debit <i>(ATM / Debit Card)</i>	315	96,0%	13	4,0%	0	0%	328
6	Kartu Kredit <i>(Credit Card)</i>	584	80,7%	140	19,3%	0	0%	724
7	Standing Instruction <i>(Standing Instruction)</i>	1	100%	0	0%	0	0%	1
8	Electronic Banking <i>(Electronic Banking)</i>	1.364	92,0%	119	8,0%	0	0%	1.483
9	Reksa Dana <i>(Mutual Fund)</i>	0	0%	1	100%	0	0%	1
10	Bancassurance <i>(Bancassurance)</i>	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0
11	Wealth Management <i>(Wealth Management)</i>	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0
12	Trade Finance <i>(Trade Finance)</i>	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0
TOTAL		2.282	89,3%	273	10,7%	0	0%	2.555

Keterangan : Pengaduan Financial & Non Financial Posisi 30 Juni 2021

(Note: Financial & Non-Financial Complaints Position 30 Juny 2021)