

PUBLIKASI PENANGANAN PENGADUAN
(HANDLING COMPLAINT PUBLICATIONS)
PERIOD : JANUARY S.D. JUNI 2022
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>	1	100%	0	0,0%	0	0%	1
2	Tabungan <i>(Saving Account)</i>	0	NA	0	NA	0	NA	0
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>	3	100%	0	0%	0	0%	3
5	ATM / Kartu Debit <i>(ATM / Debit Card)</i>	351	94,4%	21	5,6%	0	0%	372
6	Kartu Kredit <i>(Credit Card)</i>	406	71,1%	165	28,9%	0	0%	571
7	Standing Instruction <i>(Standing Instruction)</i>	0	NA	0	NA	0	NA	0
8	Electronic Banking <i>(Electronic Banking)</i>	1.836	95,5%	87	4,5%	0	0%	1.923
9	Reksa Dana <i>(Mutual Fund)</i>	0	NA	0	NA	0	NA	0
10	Bancassurance <i>(Bancassurance)</i>	0	NA	0	NA	0	NA	0
11	Wealth Management <i>(Wealth Management)</i>	0	NA	0	NA	0	NA	0
12	Trade Finance <i>(Trade Finance)</i>	0	NA	0	NA	0	NA	0
TOTAL		2.599	90,5%	273	9,5%	0	0%	2.872

Keterangan : Pengaduan Financial & Non Financial Posisi 30 Juni 2022

(Note: Financial & Non-Financial Complaints Position 30 Juny 2022)