



COMPLAINT SERVICE

FUNCTION AND COMPLAINT SERVICE UNIT

Bank ICBC Indonesia has established the Complaint Service function and unit to receive and/or resolve complaints submitted by customers and/or customer representatives.

COMPLAINT FACILITY



BRANCH OFFICE
ICBC INDONESIA BANK

customer_care@ina.icbc.com.cn



iCall ICBC
1500 198

1. REQUIRED DOCUMENTS

- Identity documentation
- Special power of attorney (If Represented)
- Type, Transaction Date, and the Reported Issue

2. HANDLING COMPLAINTS

ORAL

- Resolution Period: 5 working days
- If the Bank requires supporting documents, the Bank will request the customer to submit the complaint in writing

WRITTEN

- Resolution Period: 10 working days
- The bank may extend the completion period by up to 10 working days by sending prior notification to the Customer

NOTE:

In certain circumstances, the resolution of complaints may be extended if further input is required from other parties

3. RESOLUTION OF COMPLAINTS

- The bank is obliged to provide a response to both oral and written complaints to the customer and/or customer representatives

4. BANKING MEDIATION

- The bank is a member of *Lembaga Alternatif Penyelesaian Sengketa Perbankan Indonesia (LAPSPI)*
- If an agreement is not reached between the customer and the bank, dispute resolution can be pursued through the court or LAPSPI

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