

# **COMPLAINT SERVICE**

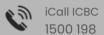
## FUNCTION AND COMPLAINT SERVICE UNIT

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



BRANCH OFFICE ICBC INDONESIA BANK



customer\_care@ina.icbc.com.cn

# 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

1-500-198

customer\_care@ina.icbc.com.cn



@icbc.indonesia

PT Bank ICBC Indonesia is licensed and supervised by the Financial Service Authority and is an LPS participant