

CUSTOMER/NON-CUSTOMER COMPLAINTS HANDLING 2021

PT BFI FINANCE INDONESIA TBK

In 2021, the Company received a total of 6,087 complaints recorded in the system. BFI Finance has established a Service Level Agreement (SLA) in the form of a response period for every complaint received by the Company. The provisions in this SLA are in accordance with the Company's internal policies and related regulations applicable in Indonesia. In 2021 the quality of the Company's SLA can be maintained; Every complaint received in 2021 can be followed up completely within 20 days.

No.	Financing Type	Status of Resolution						Number of Complaints
		Resolved		Being Processed		Unresolved		
		Percentage	Total	Percentage	Percentage	Total	Persentase	
1.	Investasi	1,335	100%	0	0%	0	0%	1,335
2.	Modal Kerja	1,260	100%	0	0%	0	0%	1,260
3.	Multiguna	3,492	100%	0	0%	0	0%	3,492
Total								6,087