

PART I: TYPE OF PRODUCT AND/OR SERVICE AND PROBLEM COMPLAINED

No	Type of Activity	Type of Product and/or Service	Category of Issues	Description of the Category of Issues
-	-	-	-	-

Complaints Received in the Previous Reporting Period			
Completed	Not Completed	In Process	Total
0	0	0	0

Complaints Received During the Reporting Period				Total Complaints
Completed	Not Completed	In Process	Total	
0	0	0	0	0

PART II : COMPLAINTS RESOLVED DURING THE REPORTING PERIOD

No.	REMARKS	TOTAL			Total
		≤ 10 Days	10 Days < X ≤ 20 Days	> 20 Days	
1.	Complaints Received in the Previous Reporting Period				
	a. Has been Completed	0	0	0	0
	b. In the Process of being Completed	0	0	0	0
	SUB TOTAL	0	0	0	0
2.	Complaints Received During the Reporting Period				
	a. Has been Completed	0	0	0	0
	b. In the process of being Completed	0	0	0	0
	SUB TOTAL	0	0	0	0
	TOTAL	0	0	0	0

PART III : ALTERNATIVE DISPUTE RESOLUTION

No	TYPE OF INSTITUTION	INSTITUTION NAME	Complaints Received in the Previous Reporting Period	Complaints Received During the Reporting Period	Total
1.	Dispute Resolution through LAPS	Alternative Institution for Dispute Resolution in the Financial Services Sector	0	0	0
2.	Dispute Resolution through the Courts		0	0	0

PART IV : REASONS FOR COMPLAINTS

No	REMARKS	Complaints Received in the Previous Reporting Period	Complaints Received During the Reporting Period	Total
1.	Understanding of Product Characteristics by Consumers	0	0	0
2.	Insufficient Product Information	0	0	0
3.	Disruption / Damage to Information Technology Devices and Systems	0	0	0
4.	Change / Termination of Agreement / Contract	0	0	0
5.	Consumer Negligence	0	0	0
6.	Negligence of Financial Services Business Providers	0	0	0
7.	Criminal Acts of Financial Services Providers	0	0	0
8.	Others	0	0	0
	TOTAL	0	0	0

PART V : NEGATIVE PUBLICATION

No	REMARKS	TOTAL
1.	Consumer Complaints to the Mass Media	0
	a. Print Media	0
	b. Electronic Media	0
2.	Media Articles	0
	a. Print Media	0
	b. Electronic Media	0
3.	Media Coverage	0
	a. Print Media	0
	b. Electronic Media	0
4.	Publication / Writing in Public Places	0
5.	Social Media, Email	0
6.	Others	0
	TOTAL	0