

Publikasi Penanganan Pengaduan

Pada tahun 2018, pengaduan nasabah yang terbanyak berasal dari layanan *electronic banking*. Rincian pengaduan dan penyelesaiannya disajikan dalam tabel di bawah ini.

Publikasi Penanganan Pengaduan
Periode Januari-Desember 2018
PermataBank

Publication on Complaints Handling

In 2018, most customer complaints came from electronic banking services. Details of complaints and its settlement are presented in the table below.

Publication of Complaints Handling
Period: January-December 2018
PermataBank

No	Jenis Transaksi Keuangan Type of Financial Transaction	Selesai Completed		Dalam Proses In Process		Tidak Selesai Not Complete		Jumlah Pengaduan Total Complaints
		Jumlah Total	Persentase Percentage	Jumlah Total	Persentase Percentage	Jumlah Total	Persentase Percentage	
1	Deposito Time Deposit	10	100,0%	0	0%	0	0%	10
2	Direct Debit Direct Debit	6	100,0%	0	0%	0	0%	6
3	Electronic Banking Electronic Banking	672	100,0%	0	0%	0	0%	672
4	Giro Current Account	12	100,0%	0	0%	0	0%	12
5	Kartu ATM/Kartu Debit ATM/Debit Card	11	100,0%	0	0%	0	0%	11
6	Kartu Kredit Credit Card	53	100,0%	0	0%	0	0%	53
7	Kliring Clearing	1	100,0%	0	0%	0	0%	1
8	Kredit/Pembiayaan Konsumsi Consumer Credit/Financing	79	94,0%	5	6,0%	0	0%	84
9	Kredit/Pembiayaan Modal Kerja Working Capital Credit/Financing	15	100,0%	0	0%	0	0%	15
10	Payroll Payroll	1	100,0%	0	0%	0	0%	1
11	Permata E-Business Permata E-Business	9	100,0%	0	0%	0	0%	9
12	Cash Delivery Cash Delivery	2	100,0%	0	0%	0	0%	2
13	Cash Pick Up Cash Pick Up	2	100,0%	0	0%	0	0%	2
14	Corporate Debit Card Corporate Debit Card	1	100,0%	0	0%	0	0%	1
15	Dealer Financing Dealer Financing	2	100,0%	0	0%	0	0%	2
16	Host To Host Host To Host	1	100,0%	0	0%	0	0%	1
17	Laporan RTE RTE Report	1	100,0%	0	0%	0	0%	1
18	Layanan Cabang Branch Services	11	100,0%	0	0%	0	0%	11
19	PeVC PeVC	1	100,0%	0	0%	0	0%	1
20	Receivable Financing Receivable Financing	1	100,0%	0	0%	0	0%	1
21	Rekening Koran Banking Statement	5	100,0%	0	0%	0	0%	5
22	Report Report	1	100,0%	0	0%	0	0%	1
23	SAS SAS	3	100,0%	0	0%	0	0%	3
24	Virtual Account Virtual Account	3	100,0%	0	0%	0	0%	3
25	Reksadana Mutual Funds	3	100,0%	0	0%	0	0%	3
26	Remittance Remittance	1	100,0%	0	0%	0	0%	1
27	RTGS RTGS	1	100,0%	0	0%	0	0%	1
28	Standing Instruction Standing Instruction	6	100,0%	0	0%	0	0%	6
29	Tabungan Savings Account	162	100,0%	0	0%	0	0%	162
30	Trade Finance Trade Finance	2	100,0%	0	0%	0	0%	2
JUMLAH TOTAL		1.078	99,5%	5	0,5%	0	0%	1.083