

PUBLIKASI PENANGANAN PENGADUAN KONSUMEN
PUBLICATION OF HANDLING CUSTOMER COMPLAINTS

Periode : Januari - Desember 2025

Period : January - December 2025



PT Chailease Finance Indonesia

No.	Kategori Permasalahan (Problem Category)	Selesai*) (Finished)		Dalam Proses**) (On Process)		Pengaduan Sengketa***) (Dispute of Complaints)		Jumlah Pengaduan (Quantity of Complaints)
		Jumlah (Quantity)	Persentase (Percentage)	Jumlah (Quantity)	Persentase (Percentage)	Jumlah (Quantity)	Persentase (Percentage)	
1.	Sistem Layanan Informasi Keuangan-SLIK (OJK Checking)	3	100%	0	0%	0	0%	3
2.	Penyerahan kendaraan (Vehicle Surrender)	1	100%	0	0%	0	0%	1
3.	Pembayaran Angsuran (Installment Payments)	1	100%	0	0%	0	0%	1
4.	Penilaian Kapasitas Konsumen (Customer Capacity Assessment)	1	100%	0	0%	0	0%	1
Total		6	100%	0	0%	0	0%	6

Keterangan :

Information :

*) Kolom Selesai diisi apabila Pengaduan telah diberikan Tanggapan Pengaduan oleh PUJK dan apabila :
The Completed column is filled in if the Complaint has been given a Complaint Response by PUJK and if:

1. Konsumen memberikan persetujuan terhadap Tanggapan Pengaduan tersebut;
Customers give approval to the Complaints Response;
2. Konsumen tidak menyampaikan keberatan; atau
If customers do not raise any objections; or
3. Konsumen menyampaikan keberatan namun PUJK menolak keberatan Konsumen tersebut.
Customers raise objections but PUJK rejects the Customer objections.

**) Kolom Dalam Proses diisi apabila :

- A Process Column is filled if:*
1. Pengaduan sedang dalam proses penanganan
Complaints are in the process of being handled.
 2. Pengaduan telah diberikan Tanggapan Pengaduan oleh PUJK namun Konsumen menyampaikan keberatan dan PUJK sedang menangani keberatan dimaksud.
Complaints have been given Complaints Responses by PUJK but if Customers raise objections and PUJK is handling the objection referred to.
 3. Pengaduan telah diberikan Tanggapan Pengaduan oleh PUJK namun Konsumen menyampaikan keberatan dan PUJK belum memutuskan untuk menangani keberatan tersebut.
Complaint has received a Complaint Response by PUJK but the Customer has submitted objection and PUJK has not yet decided to handle the Customer's objection.

***) Kolom Pengaduan Sengketa diisi apabila Pengaduan tidak mencapai kesepakatan dan diteruskan ke:

- The Dispute Complaint column is filled in if the Complaint does not reach an agreement and is forwarded to:*
1. Lembaga Alternative Penyelesaian Sengketa Sektor Jasa Keuangan.
Alternative Dispute Resolution Institution in the Financial Services Sector.
 2. Pengadilan dan pihak lainnya.
Courts and other parties.