PUBLIKASI PENANGANAN PENGADUAN KONSUMEN
PUBLICATION OF HANDLING CUSTOMER COMPLAINTS
Periode : Januari - Desember 2023
Period : January - December 2023

PT Chailease Finance Indonesia

No.	Jenis Transaksi Keuangan *(Type of Financial Transaction)*	Selesai*) *(Finished)*		Dalam Proses**) *(On Process)*		Tidak Selesai***) *(Not Complete)*		Jumlah Pengaduan *(Quantity of Complains)*
		Jumlah *(Quantity)*	Persentase *(Percentage)*	Jumlah *(Quantity)*	Persentase *(Percentage)*	Jumlah *(Quantity)*	Persentase *(Percentage)*	
1	Pembiayaan Multiguna berupa pembelian dengan pembayaran secara angsuran. *Multipurpose Financing Transactions (Purchase by Installment Payment)*	7	100%	0	0%	0	0%	7
	Total	7	100%	0	0%	0	0%	7

<u>Keterangan :</u>

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.

***) Kolom Tidak Selesai diisi apabila Pengaduan telah diberikan Tanggapan Pengaduan oleh PUJK namun Konsumen menyampaikan keberatan dan PUJK belum memutuskan untuk menangani keberatan tersebut.
The column is not completed if the 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.