



## Penanganan Pengaduan Complaints Handling

Dalam memanfaatkan produk dan/atau layanan yang ditawarkan oleh PT Bank Mizuho Indonesia (Bank), nasabah dapat menyampaikan pengaduan apabila nasabah mengalami kendala dalam bertransaksi, maupun pengaduan lainnya.

Selama periode Januari – Desember 2022, Bank menerima 11 (sebelas) pengaduan nasabah dan seluruhnya telah ditindaklanjuti dan diselesaikan sesuai jangka waktu yang ditetapkan dalam peraturan Otoritas Jasa Keuangan (OJK) dengan rincian sebagai berikut:

In utilizing the products and/or services offered by PT Bank Mizuho Indonesia (the Bank), customers may submit complaints if customers experience problems in transactions, as well as other complaints.

During the period January - December 2022, the Bank received 11 (eleven) customer complaints and all of them have been followed up and resolved within the timeframe stipulated in the Financial Services Authority (OJK) regulations with the following details:

No.	Jenis Transaksi Keuangan / Type of Financial Transaction	Selesai / Settled		Dalam Proses / In process		Tidak Selesai / Unsettled		Jumlah Pengaduan/ Number of Complaint
		Jumlah / Number	Persentase / Percentage	Jumlah / Number	Persentase / Percentage	Jumlah / Number	Persentase / Percentage	
1	Bank Garansi / Bank Guarantee	-	-	-	-	-	-	-
2	Deposito / Deposit	-	-	-	-	-	-	-
3	Derivatif / Derivative	1	9,09%	-	-	-	-	-
4	Kliring (Transfer) / Remittance	3	27,27%	-	-	-	-	-
5	RTGS	-	-	-	-	-	-	-
6	Sistem Pembayaran lainnya / Other Payment System	-	-	-	-	-	-	-
7	Tabungan / Savings	3	27,27%	-	-	-	-	-
8	Trade Finance / Letter of Credit	1	9,09%	-	-	-	-	-
9	Penghimpunan Dana lainnya / Other Source of Fund Collection	-	-	-	-	-	-	-
10	Valuta Asing / Foreign Exchange	3	27,27%	-	-	-	-	-
<b>TOTAL</b>		<b>11</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>