

**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
-	-	-	-	Total

Description of the Category of Issues	Complaints Received in the Previous Reporting Period			
	Completed	Not Completed	In Process	Total
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**

PART IV COMPLAINTS RESOLVED DURING THE REPORTING PERIOD					
No.	REMARKS	TOTAL			Total
		≤ 20 Days	20 Days < X ≤ 40 Days	> 40 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
	<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>

**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
	<b>TOTAL</b>	<b>0</b>