

Laporan Pengaduan

Complaint Report

Laporan pengaduan terkait Nasabah Bank INA selama tahun 2025 diungkapkan pada tabel berikut:
 Complaint reports related to Bank INA customers during 2025 are disclosed in the following table:

Jenis Transaksi Keuangan <i>Type of Financial Transactions</i>	Selesai <i>Completed</i>		Dalam Proses <i>On Process</i>		Tidak Selesai <i>Not Completed</i>		Jumlah Pengaduan <i>Number of Complaints</i>
	Jumlah <i>Total</i>	%	Jumlah <i>Total</i>	%	Jumlah <i>Total</i>	%	
Deposito <i>Deposit</i>	1	100	0	0	0	0	1
Tabungan <i>Savings</i>	341	97	11	3	0	0	352
Kredit <i>Loan</i>	9	90	1	10	0	0	10
Kartu ATM/Debit/Mesin ATM <i>ATM/Debit Card/ATM Machine</i>	688	97	21	3	0	0	709
RTGS <i>Real-Time Gross Settlement</i>	3	100	0	0	0	0	3
<i>Electronic Banking</i>	2.440	99	13	1	0	0	2.453
Sistem Pembayaran Lainnya <i>Other Payment Systems</i>	778	99	9	1	0	0	787
Total	4.260	99	55	1	0	0	4.315