

## PENANGANAN PENGADUAN KONSUMEN 2025

### PT KROM BANK INDONESIA TBK

Metrik <i>Metric</i>	2025						
Keluhan Nasabah Berdasarkan Jalur Penyampaian <i>Customer Complaints by Media Channel</i>	Selesai <i>Resolved</i>		Dalam Proses <i>In Progress</i>		Tidak Selesai <i>Not Resolved</i>		Jumlah Pengaduan <i>Total Complaint</i>
	Jumlah <i>Total</i>	%	Jumlah <i>Total</i>	%	Jumlah <i>Total</i>	%	
<b>Contact Center (Komunikasi Verbal)</b> <i>Contact Center (Verbal Communication Channel)</i>	552	100%	0	0%	0	0%	552
<b>Media Digital (Komunikasi Tertulis)</b> <i>Digital Media Channel (Written Communication Channel)</i>	5,613	100%	0	0%	0	0%	5,613
<b>Grand Total</b>							<b>6,165</b>
Keluhan Nasabah Berdasarkan Jenis Transaksi Keuangan <i>Customer Complaints by Type of Financial Transaction</i>	Selesai <i>Resolved</i>		Dalam Proses <i>In Progress</i>		Tidak Selesai <i>Not Resolved</i>		Jumlah Pengaduan <i>Total Complaint</i>
	Jumlah <i>Total</i>	%	Jumlah <i>Total</i>	%	Jumlah <i>Total</i>	%	
<b>Electronic Banking</b>	3,131	100%	0	0%	0	0%	3,131
<b>Property Channel</b>	2,525	100%	0	0%	0	0%	2,525
<b>Media</b>	4	100%	0	0%	0	0%	4
<b>Produk kerjasama lainnya</b> <i>Other Partnership Products</i>	210	100%	0	0%	0	0%	210
<b>Tabungan</b> <i>Savings</i>	295	100%	0	0%	0	0%	295
<b>Grand Total</b>							<b>6,165</b>