Bank Resona Perdania
Menara Mulia, Lantai 5 dan 6, Suites 501 dan 601
Jl. Jend. Gatot Subroto Kav. 9-11
Karet Semanggi, Setiabudi
Jakarta Selatan 12930, Indonesia

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SWIFT : BPIAIDJA
Website : www.perdania.co.id

To. Our Valued Customers
PT Bank Resona Perdania

Jakarta, 20 February 2015

ANNOUNCEMENT

In relation with banking mediation for settlement of customer complaints, then we herewith would like to re-inform as follows:

1. Customers complaint can be submitted to **Know Your Customer Section or Customer Communication Officers** in each PT Bank Resona Perdania Offices with the details as follow:

PT Bank Resona Perdania	Customer Communication Officers	Phone Number	Facsimile Number	Email
Head Office Jakarta	**Amalia Rice Sinum** (Head of Know Your Customer Section)	(021) 570-1958 ext. 5809	(021) 570-1936	cust-comm@perdania.co.id
Branch Offices:				
- Bandung Branch	**Evy Budijanti** (Head of Bandung Branch)	(022) 424-1742 ext. 482	(022) 424-1207	cust-comm@perdania.co.id
- Surabaya Branch	**Tuti Rahayu** (Head of Surabaya Branch)	(031) 535-5858 ext. 581	(031) 535-2007	cust-comm@perdania.co.id
Sub-branch Offices:				
- Karawang Sub-branch	**Merry Marthalia Aritonang** (Head of Karawang Sub-branch)	(021) 8911-5020	(0267) 647-347	cust-comm@perdania.co.id
- Cikarang Sub-branch	**Fenni Susanti** (Head of Cikarang Sub-branch)	(021) 897-4940	(021) 897-4941	cust-comm@perdania.co.id
- MM2100 Sub-branch	**Fairda Budiyati** (Head of MM2100 Sub-branch)	(021) 8998-2151	(021) 8998-2943	cust-comm@perdania.co.id
- Deltamas Sub-branch	**Pusparini Pudji Astuti** (Head of Deltamas Sub-branch)	(021) 2851-7926	(021) 2851-7928	cust-comm@perdania.co.id
-Suryacipta Sub-branch	**Renova Tambunan** (Head of Suryacipta Sub-branch)	(021) 2219-0048	(0267) 863-8059	cust-comm@perdania.co.id

2. The dispute between Customer and the Bank, the settlement may be pursued through Banking Mediation through Bank Indonesia. Complaints submission from customers either for education, consultation, and/or facilitation, including correspondence to Bank Indonesia can be submitted to **Departemen Kebijakan dan Pengawasan Sistem Pembayaran Kompleks Perkantoran Bank Indonesia, Gedung D Lantai 5, Jalan M.H. Thamrin No.2, Jakarta 10350 with the copy submitted to our Bank.**

3. The submission of dispute settlement/ request for facilitation as referred to point 2 above, must fulfill the following conditions:
   3.1 The facilitation request done by Customer or representation to Bank Indonesia after going through the settlement process of the complaint by the Bank but there is no agreement reached between Customer and the Bank.
   3.2 Submitted dispute is not currently being processed by an arbitration institution or a court, or had never been decided by an arbitration institution or a court, or had never reached an agreement facilitated by another alternative dispute settlement Institution;

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3.3 Complaint submitted has never been processed in Bank Indonesia. Complaints that contain dispute that have been pursued through mediation or facilitation by Bank Indonesia can not be reprocessed;
3.4 The value of complaints that contained dispute has potential financial loss to Customers maximum IDR 500,000,000 (five hundred million Rupiah) that occurs caused by Bank error or omission. Potential loss may be commutative value from financial loss that already happened to Customer, potential loss caused by delay or Customer financial transactions that can not be implemented;
3.5 Submitted in writing by enclosing Facilitation Submission Form (attached). The form can be obtained at the Bank or can be made by Customers based on the format of Facilitation Submission Form;
3.6 Request for facilitation should be equipped with the following supporting documents:
  3.6.1 Copy of letter of complaint settlement results given by the Bank to Customer;
  3.6.2 Copy of customer identity;
  3.6.3 In case that the complaint is submitted by Customer representative, therefore beside submitted above documents must also submit the copy of customer representative's identity and attorney letter from customer. The attorney letter must be in the form of special attorney letter without substitution right, with sufficiently stamped, and at least contained by following things:
    3.6.3.1 Identity of authorizing and authorized;
    3.6.3.2 The power of attorney given contained the authorities of authorized person to follow the process of facilitation, to make a deal in the facilitation process, and sign documents relating to the facilitation process include the minutes of the facilitation result;
  3.6.4 The statement letter (as attached) that signed on stamped explained that the dispute proposed is not in the proccess or already getting decision from arbitration institution, justice, mediation institution, or any other alternative institution of dispute completion, and the dispute never been processed in Bank Indonesia before;
  3.6.5 The copy of other supporting documents if needed;
3.7 Submission of dispute settlement not more than 60 (sixty) working days after the dispute settlement letter has issued by Bank.

That's all our information to our customers and should you have any questions or need further information, please contact **Know Your Customer Section or Customer Communication Officers** in each PT Bank Resona Perdania Office as mentioned above.

Best regards,
PT BANK RESONA PERDANIA

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