

CUSTOMER/NON-CUSTOMER COMPLAINTS HANDLING 2025

PT BFI FINANCE INDONESIA TBK

Throughout 2025, a total of 6,461 complaints were received, which 100% of them were resolved by the end of the year. The company has maintained its complaint-handling performance in accordance with the Regulation of the Financial Services Authority of the Republic of Indonesia No. 22 of 2023 on Consumer and Public Protection in the Financial Services Sector, which stipulates a maximum of 5 working days for verbal complaints and 10 working days for written complaints. The details are as follows:

Financing Type	Status of Resolution				Number of Complaints
	Resolved		Being Processed		
	Total	%	Total	%	
Investment	74	100%	0	0%	74
Working Capital	2,406	100%	0	0%	2,406
Multipurpose	3,519	100%	0	0%	3,519
Non-Customer	462	100%	0	0%	462
Jumlah					6,461